

ABSTRACT OF THE INVENTION

A display tool and a call distribution system that provides queue and agent statistics, resulting from telecommunications events (i.e., service calls), for viewing on a monitor of a computer. A first server receives information associated with the telecommunications events, including queue and agent statistics, and places the information in a predetermined record format. The information is forwarded to a second server interconnected in a network. A module executed on a specific end node (e.g., computer) enables communications between the second server and the computer. This module is configured to control the computer to retrieve the information and create a display window to display contents of the information on the monitor in real-time.